

How to request the repair of Piovan machines

Please read this page with attention before fill in the form. For any doubt, feel free to contact us by e-mail or by phone:



Tel: +39.041.5799.231



E-mail: riparazioni.sat@piovan.com

1 FILL IN THE FORM

To require the repair of Piovan machineries, as first step, please fill in entirely the "Request for Repair" form on page 2. Once completed, please send this form by e-mail at riparazioni.sat@piovan.com. Before shipping goods, remember to attach this form to each machine you want to ship.

2 SHIPMENT OF MACHINES

For shipment, it is essential to attach to each machine you want to ship the repair form. **Please consider that shipment and all customs duties are at your charge** and for this reason also the Insurance will be at your charge or at your carrier. Goods will be rejected if it is sent in another way. Please make sure that the machineries are equipped with a suitable packaging (normally it is used a wooden packing), otherwise the goods could not be accept from us. Goods, along with the repair form you fill in before, must be sent to:

Piovan SPA
Via delle Industrie 16
30036 Santa Maria di Sala –Venezia – Italy
Attention of: REPAIR DEPARTMENT

3 UNSUITABLE PACKING

Goods have to be shipped with a suitable packaging. If packaging is unsuitable, the goods will be accepted with reservation or rejected.

4 ESTIMATE FOR REPAIR

Once we receive the machines, goods will be checked and you will receive an estimate by e-mail. Feel free to contact us for any question by e-mail riparazioni.sat@piovan.com or by phone +39.041.5799.231.

Piovan S.p.A.

Via delle Industrie 16 - 30036 S. Maria di Sala (Venezia) Italy
Tel. +39 041 5799111 - info@piovan.com

Purchase Dept. Fax +39 041 487436 - Sales Dept. Fax +39 041 487437 - Accounts Dept. Fax +39 041 5799244
C.F. 02307730289 - P.IVA 02700490275 - Cap. Soc. Euro 6.000.000,00

REPAIR REQUEST FORM

Client:
Address: Postcode:
Name of the person to whom the repair offer should be sent:
E-mail: Tel.: Fax:

-Specify machine model: Serial number:
-Describe any failure/malfunction noted:
.....

-The material must be sent to us with the return made in DDP - Santa Maria di Sala, Venice / Italy. If different delivery rules are used, the material may be rejected.

-Suitable packaging must be used for goods. If packaging is unsuitable, the goods will be accepted with reservation.

-Your authorised carrier and related **International** subscription code **to be used for returning materials**
.....

This form authorises you to prepare an estimate for the materials sent.

By signing this document, the applicant hereby declares that he/she specifically agrees to the following conditions:

- The applicant authorises Piovan to dismantle all parts necessary of the materials sent for repair in order to correctly analyse the failure/problem and prepare an estimate of the expense to be incurred (if repairs are not covered under warranty).
- The applicant has been informed that the estimate must be accepted before the repair can be carried out. If the estimate is not accepted, the applicant authorises Piovan not to complete the repair after having dismantled the individual parts.
- The applicant has been correctly informed - and hereby gives his/her authorisation in this respect - that should he/she refuse the repair, Piovan may independently choose **not to re-assemble/assemble a part or some parts**, which, following the examination, has/have been found to be worn, malfunctioning or in some way damaged and, therefore, **is/are not perfectly fit for use and/or dangerous for the client**, thereby relieving Piovan from all liability in this respect.
- The applicant is aware that Piovan may demand payment of a fixed fee of **200.00** euros to prepare the estimate, which will therefore be charged if the repair is not confirmed and no new Piovan machinery is purchased.
- By contrast, should the Client confirm the repair or decide to purchase a new Piovan machine in lieu of the one not repaired, this cost of preparing the estimate will not be charged.
- If the repair should not be confirmed within 30 days of submission of the estimate, the material will be returned to you as "unrepaired material", using the carrier you have appointed.
- If you have not specified any appointed carrier, you will be charged a further 30 euros/day by way of repayment of storage costs, as from the 31st day following submission of the estimate for repair and until such time as the goods are collected.

Method of payment for the estimate: BANK TRANSFER / 30 days from month end of the date of invoice

For all aspects not specifically covered by these conditions, reference is made to the Piovan General Conditions of Sale. In the event of disputes, the Court of Venice shall have jurisdiction.
Please do not hesitate to contact us for any further clarification.

Yours faithfully,

Date Applicant stamp and signature

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